Marta Astatike
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Career Summary

More than three years of experience in the IT field as an IT-production support, Customer service, and hands-on experience in front-end and back-end web development.

Education

Associates Degree in Web Development (2023)
Wake Technical Community College, Raleigh, NC

Work Experience

CUSTOMER SERVICE ASSISTANCE MANAGER (2019-2020)
Food Lion, Raleigh, NC

- Train and develop Office Assistants and Cashiers.
- Ensure office functions are completed accurately and on time.
- Communicate all cash variances to the Customer Service Manager.
- Ensure Front End associates operate registers and serve customers by established policies and procedures.
- In the absence of the Customer Service Manager, maintain Front End equipment and efficiently place service calls.
- completed Computer Based Training (CBT) and Training Aid courses.

IT- PRODUCTION SUPPORT (2015-2018)
Gemalto N.V., US Headquarters, Atlanta, GA

- Managed multiple projects of product orders from major customers such as banks, the Federal Government, and major retailers with upwards of two million dollars in sales.
- Monitored and ensured client ticketing systems for test requests, verification of outputs, and quality assurance (QA) to meet Gemalto's quality and testing standards.
- Maintained, accessed, and created a database of product orders using Microsoft SQL Server.
- performance verification and reported reliability and fault tolerance issues.
- Helped mentor new hires and provided training on the operation of hardware and software production environment.

Skills

T-SQL, Python, MySQL, HTML, PHP, Oracle SQL, CSS, JavaScript, MERN STACK, ASP.NET, and content management systems – Joomla, WordPress, and Bootstrap.

Certifications

Certified HubSpot Developer- May 4, 2022.

Google Ads Search Certification - April 6, 2022.

Google Ads Display certification- April 12, 2022.

Google Analytics Individual Certification - March 30, 2022.

Advanced Google Analytics Certification- March 20, 2022.

Google Analytics for Power Users Certification -March 20, 2022.

Google Tag Manager Fundamentals Certification- March 20, 2022.

Content Marketing Certified- March 22, 2022.

Growth Driven Design Certified- March 14, 2022.

Digital Marketing Certified- March 2, 2022.